

Distance Support

A world of support at your fingertips

Anchor Desk
I need to . . .



NAVSEA - Crane
Phone: 812-886-6028





Integrated Battle Force Training



SALTS

National Education Training

Group

Retail Ordnance Logistics Management System

(ROLMS) Naval Aviation Systems TEAM



Outfitting Support (COSAL)

Lightweight Information Desk On-Line





Lifelines services network

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DEPARTMENT OF DEFENSE WARNING

ChaplainCare



Virtual Naval Hospital™

- > welcome
- > administration
- > for patients
- > for providers
- > outline
- > search
- > what's new
- > help
- > disclaimer
- > comments



Links Home Page Feedback Web Site Map Facility Directory

Bureau of Medicine and Surgery
Department of the Navy



Naval Surface Warfare Center
Carderock Division





Background

Why Distance Support (DS)?

- Distance Support is one of the major thrusts for ***Business to Consumer*** within the Navy:
 - spending time with the customer: ease of access and exposure to useful data, products, and services
- Its also a vehicle being looked upon for transforming the Navy to ***Business to Business*** by networking and optimizing the shore infrastructure (business processes)



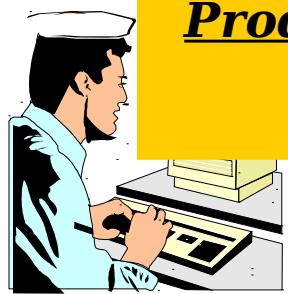
Background

The DS Vision ...

- Streamlined Response to Fleet Readiness Requirements
- Interactive Knowledge Portal with Shared Data Environment to:
 - Improve Operational Availability
 - Reduce Total Ownership Cost
 - Support Tactical Decision Making For the Warfighter of Today and Tomorrow

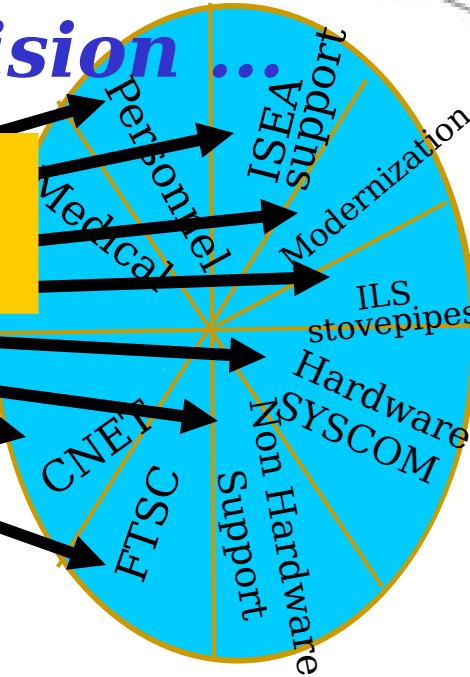
Background

Implementing the Vision ...



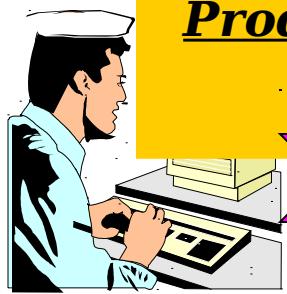
Product One: Streamlined
Access to Support
Infrastructure

What was that
web address?



Background

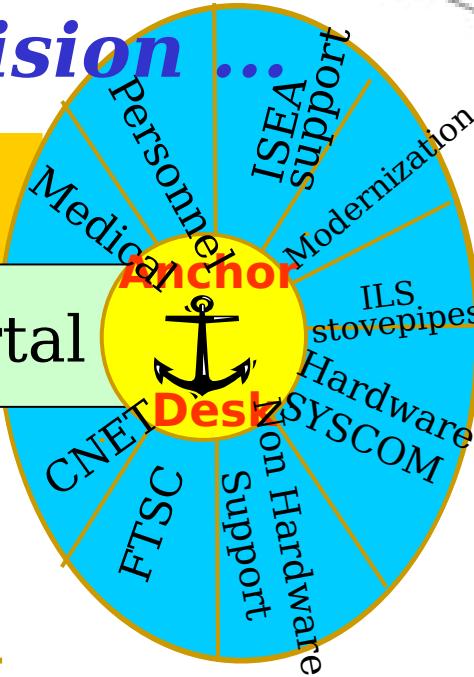
Implementing the Vision ...



Product One: Streamlined Access to Support Infrastructure

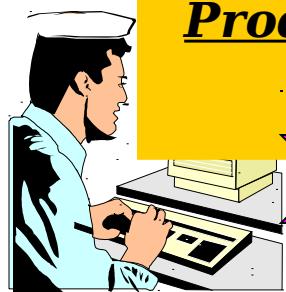
Single Access

E-portal



Background

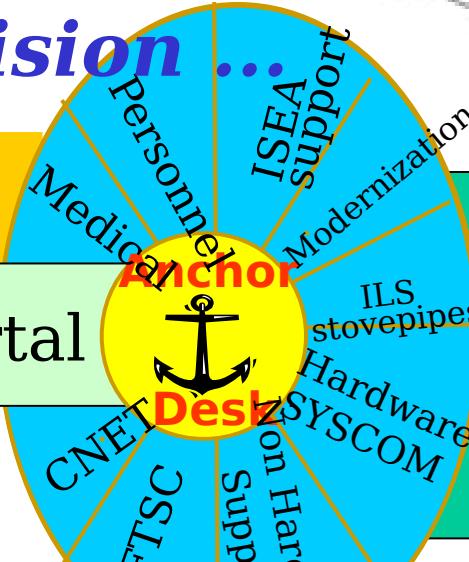
Implementing the Vision ...



Product One: Streamlined Access to Support Infrastructure

Single Access

E-portal



Knowledge Portal

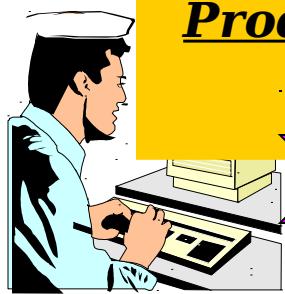
basis for decision, action resource allocation

Interactive Knowledge Portal

- Single Access to Readiness Support
- Platform Resident Data and Information
- Sea to Shore to Sea Data Replication
- Intra /Inter Collaboration Capabilities
- Access to Shared Data Environment

Background

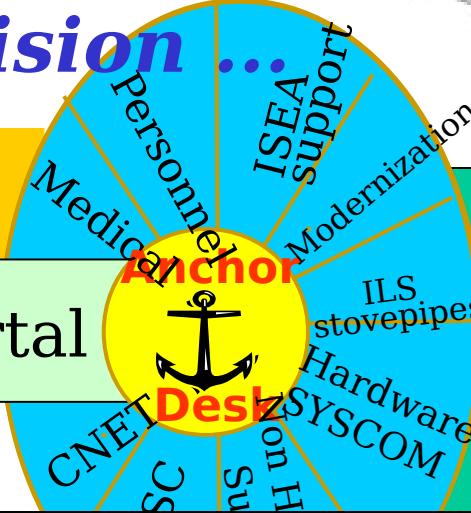
Implementing the Vision ...



Product One: Streamlined
Access to Support
Infrastructure

Single Access

E-portal



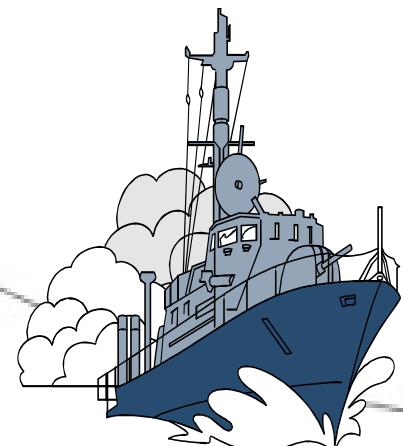
**Knowledge
Portal**
basis for
decision, action
resource

Interactive Knowledge Portal

- Single Access to Readiness Support
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- Intra /Inter Collaboration Capabilities
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Product Two: Increase
Infrastructure's e-service to
support Readiness

Community Networks





Background

DS Goals ...

- Move Workload Ashore
- Tech Assist Cost Avoidance
- Improved Quality of Service
- Single Fleet Customer Service Advocate
 - 24/7/365 1-877-41touch
- Access to Consolidated/Complete support metrics via Navy Integrated Call Center (NICC)



Background

The DS Environment

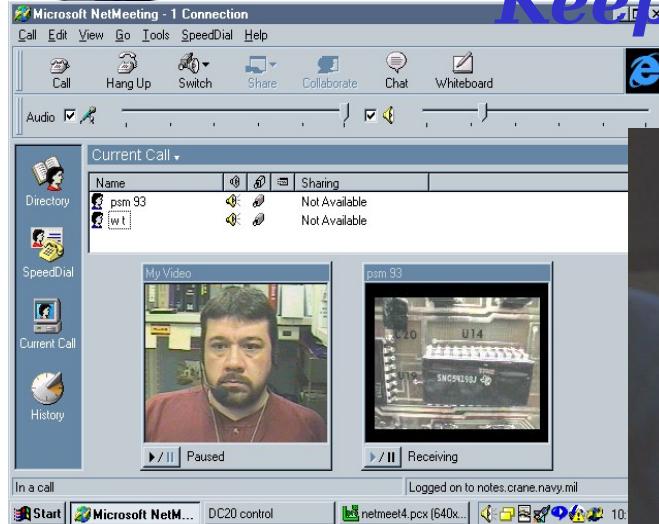
...

- Navy Integrated Call Center
(Telephone Access) 1-877-41-TOUCH
- Collaboration Tool Suite
- Shared Data Environment
- Interactive Portal
- Web/ e-mail/ Message Traffic

www.anchordesk.navy.mil

Collaboration Tool Suite

Keeping it Simple ...



*Use COTS Software
"NetMeeting"*

- chat
- whiteboard
- application sharing
- audio/video

*Uses Existing Ship
DeskTop*



*Use COTS
Hardware
"Multi-purpose
Kit"*



Collaboration Tool Suite

Distance Support "Kit A":

- Distance Support Kit A is comprised of: a storage case, the digital still camera and its weather enclosure, and the hand-held scanner.





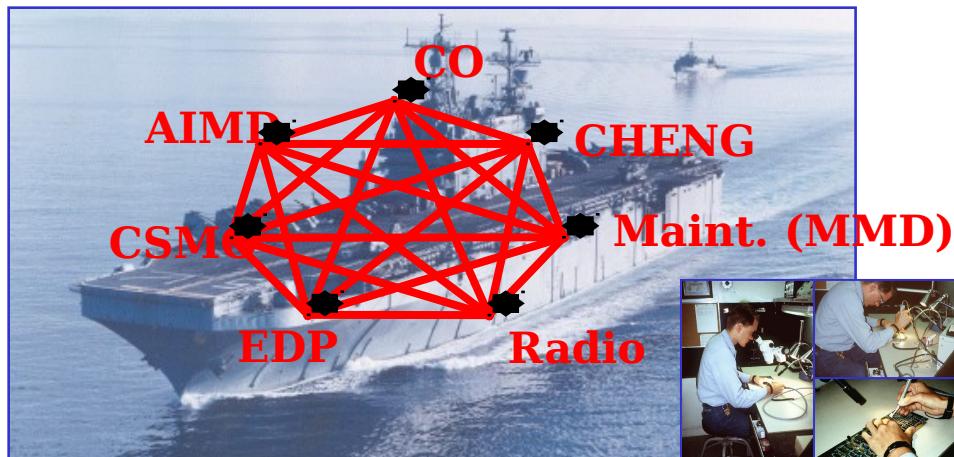
USS Constellation - Distance Support In Action





Network Building Blocks

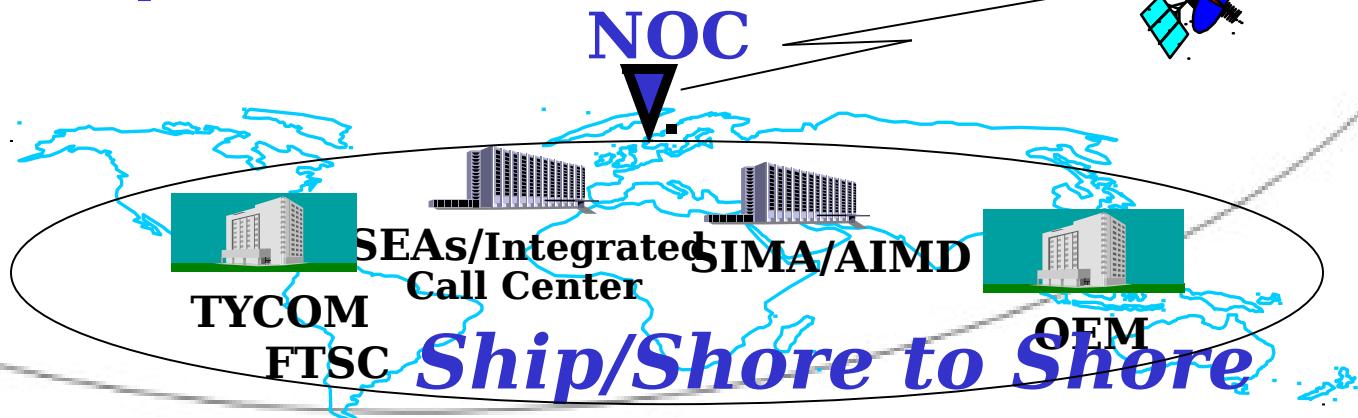
Collaboration/Data Sharina



Intra-Ship



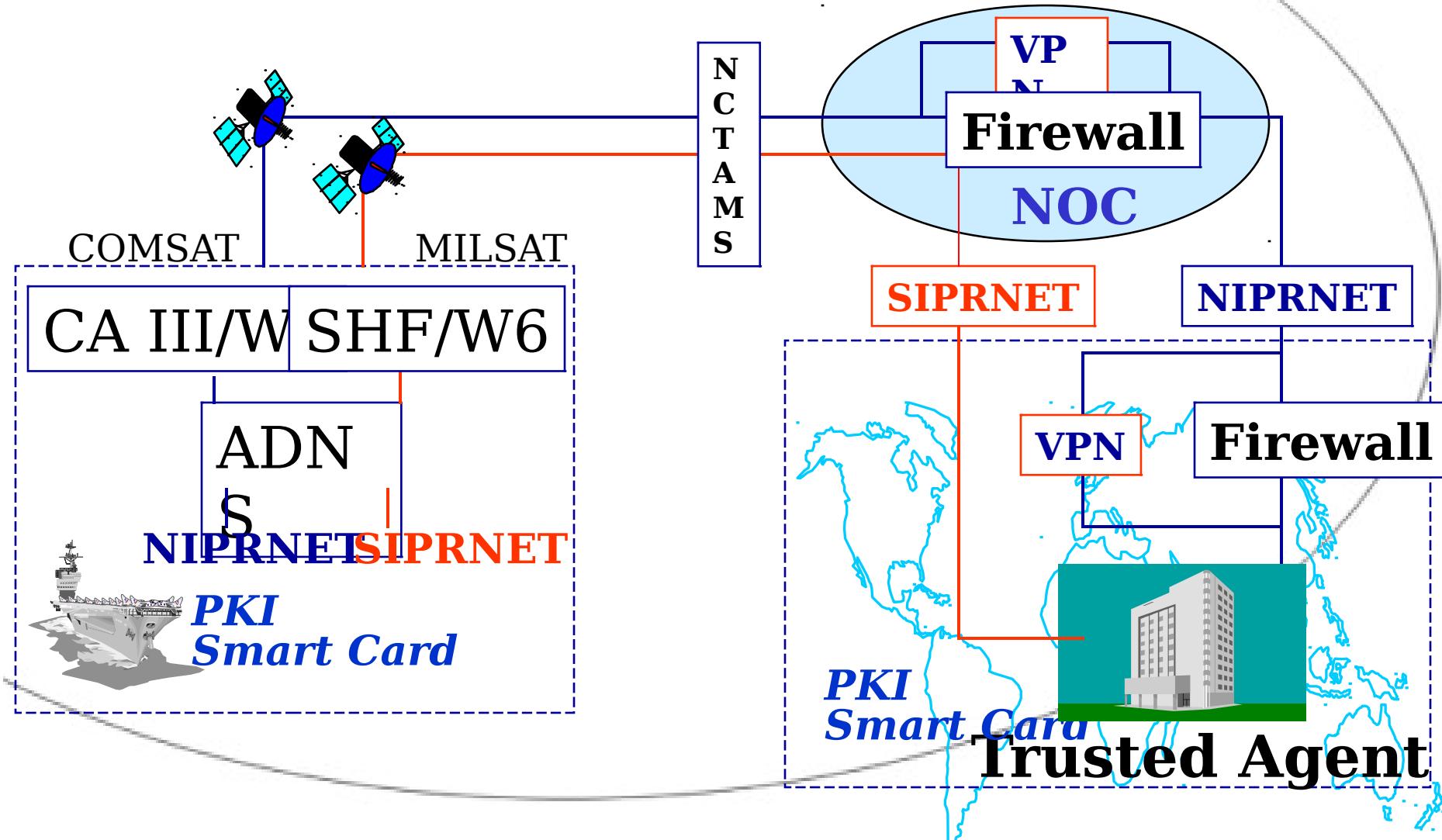
Ship to Ship





Connectivity

“NIPRNET & SIPRNET”



Interactive Portal

Distance Support Portal



- Aviation Support
- C4I Support
- HM & E Support
- Combat Systems Support
- Chaplain & Spiritual Support
- Medical Support
- Supply Support
- Training Support
- Ordnance Support

more links ...



Call/Email for Assistance

Collaboration Tools

- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online

Submit a Deficiency Report

—
portal more about site distance support home
user's guide distance support map metrics

**Behind the e-portal: Only 1 authoritative source for
each piece of data -- enter once & make standard
needed data available to all users**



DS Status

- Currently Fielded on All Platforms in Lincoln Battle Group/Tarawa ARG
- Planned Installs on All Deployable Battle Groups/ARGs
- Planned Installs on Forward Deployed Platforms
- Planned Installs within Shore Community CONUS/OCONUS



DS Accomplishment

S

- ALBG Developed Business Rule/Requirements
- ALBG has included Distance Support by:
 - Modifying CASREP Procedures
 - Making it part of Post Deployment Report
- Installed and Tested Distance Support Package
- ALBG Utilized Distance Support During RIMPAC
- Source of Support Organizations Developed Business Rules and Metrics to Support ALBG



ALBG - CASREP Policy

- *“For CASREPS requesting technical assistance, ships will include the following statement in the amplifying remark or actions required block, ‘Utilized Distance Support assistance for this casualty with the following results:’...”*
- - COMCRUDESGRU THREE 210025Z May 2000



Distance Support Next Steps

• • •

- Continued expansion of Distance Support team (need to continue movement to one integrated Navy effort vice competing)
- Formalize business rules, “building codes” & integrate processes
 - *Team working this (team includes experts/stakeholders)*
 - *Short & long term architecture*
- Gain stakeholder agreement on “exit criteria” & common metrics
- Move to use of one feedback system vice many
 - *TEAM SUB Common Problem Reporting System is a model*
- Continued BG installs - build, test, refine



SIPRNET Collaboration Capability

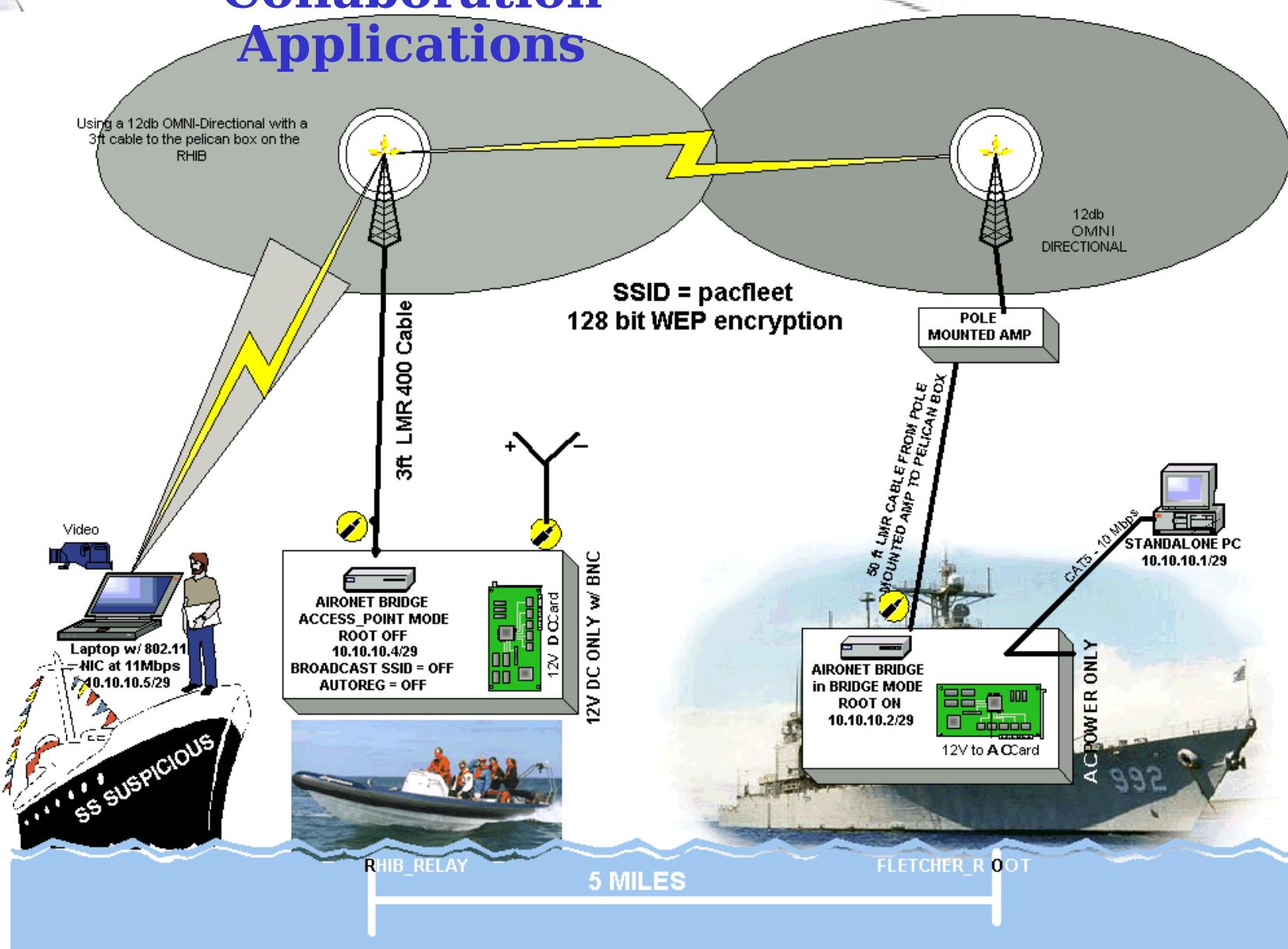
- Intra-Ship
 - NetMeeting via onboard uls (ils) server, direct call, or use another ils server
- Ship-to-Ship
 - NetMeeting via uls (ils) server on either ship, direct call, another ils server, including NOC, or attend a scheduled conference on the SameTime server
 - SameTime conference tools while attending a scheduled conference on SameTime server
- Shore-to-Shore
 - NetMeeting via an ils (or uls) server, including NOC, direct call, or attend a scheduled conference on the SameTime server
 - Attend a scheduled conference on the SameTime server using either NetMeeting or SameTime conference tools (all users must use same conference SW tools)



NIPRNET Collaboration Capability

- Intra-Ship
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Development of Collaboration Applications





Distance Support ILS

- COSAL Support - AEL ECD 8 May 00
- Tech Manuals - COTS
- Supply Support - Ready Spares and On-Demand Replacement via ICC ISEA
- Training - On-site, Help Files and Instruction Guides



AL BG Business Rule Requirements

- Trouble calls require the following:
 - Lead activity respond to BG within 12 hrs via email with Command, Code, POC, Phone#, Issue with carbon copy to ICC
 - Lead activity provide Email response for action resolution to BG with carbon copy to ICC
 - BG provides close out acceptance via email to lead activity with carbon copy to ICC
 - ICC maintains and provides data base access to appropriate parties for viewing
 - ICC provides biweekly summary to BG and lead activities
- Lead activities coordinate equipment and



Lincoln BG CASREP Policy

- “FOR CASREPS REQUESTING TECHNICAL ASSISTANCE, SHIPS WILL INCLUDE THE FOLLOWING STATEMENT IN THE AMPLIFYING REMARK OR ACTIONS REQUIRED BLOCK, ‘UTILIZED DISTANCE SUPPORT ASSISTANCE FOR THIS CASUALTY WITH THE FOLLOWING RESULTS:’...”

***- COMCRUDESGRU THREE
210025Z May 00 RADM Balisle***



Summary

- This is the second generation of a multi-year Distance Support plan
- Expansion of services and coverage is planned
- Shore Support Teaming is the mantra and is happening, more players being added
- Fleet Teaming is essential to:
 - Develop Business Rules
 - Assure Tool Set supports Fleet needs

Overcome Connectivity and



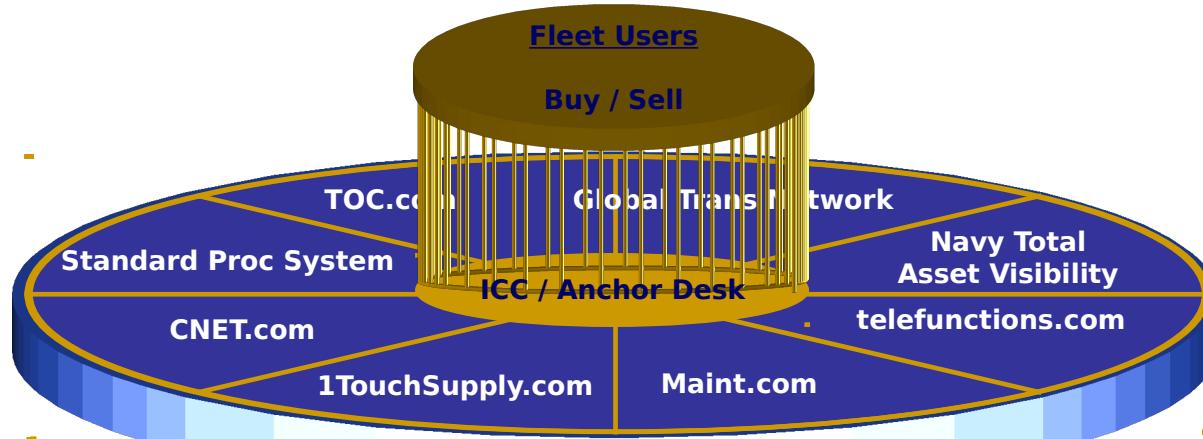
Bottom Line

Distance Support brings tremendous advantages to the Operating Forces.... Our efforts can greatly benefit this important Navy Program."

- COMCRUDESGRU THREE

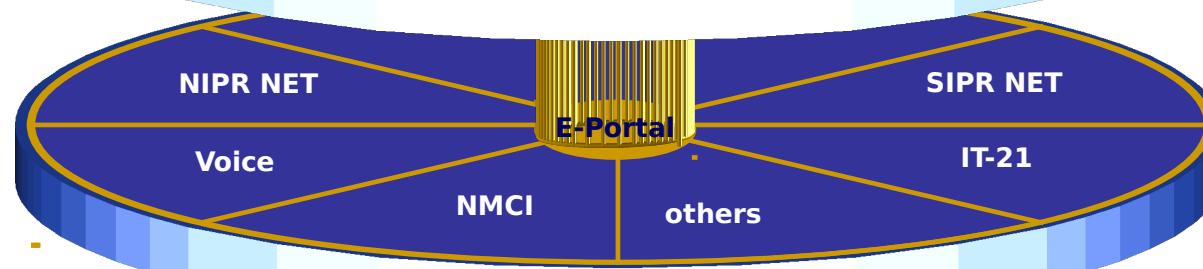
Distance Support E-Business Vision and Challenge

Applications



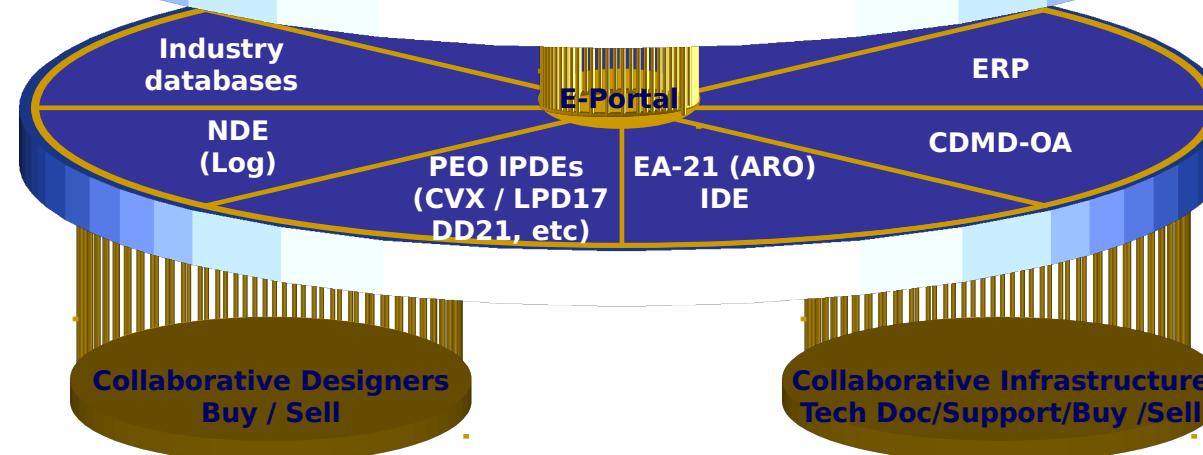
Revolution in Business Affairs

Infrastructure



Information Transport Layer

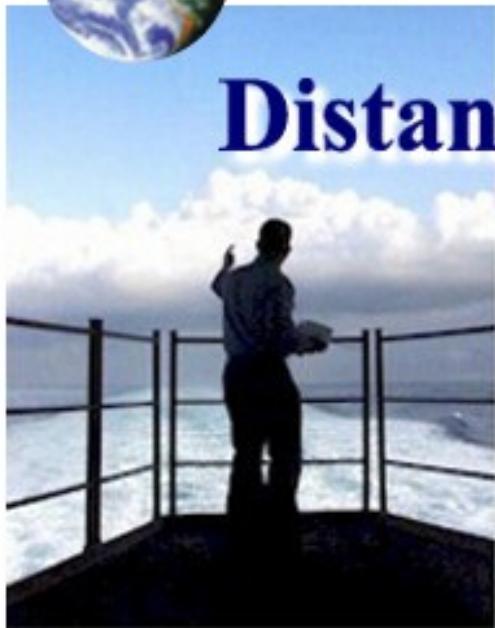
Data



Integrated Data Environment



Distance Support



A world of support at your fingertips

Anchor Desk
I need to . . .

**Supporting Our Sailors
On Land or Sea
24hrs a day
7days a week
365 days a year**

Interactive Portal

Distance Support Portal



- Aviation Support
- C4I Support
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more links ...

portal
user's guide more about
distance support site
map distance support
metrics home

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each piece of data - - enter once & make standard
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Toolbox

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